| Date:<br>05/30/2002 | Time:<br>2:00pm | Attendees: | Team/Organization | Distribution: |
|---|---|---|---|---|
| **Project Name:**<br><br>SFA Modernization Partner  --<br>Loan Servicing/Loan<br>Consolidation Black Belt | | Cindy Battle<br>Bill Burns<br>Lee Everett<br>La Teata Jackson<br>Dave Loewenstein<br>Mike Peregory<br>Heather Stevens<br>Russell Trujillo | FSA<br>FSA<br>FSA<br>FSA<br>Accenture<br>FSA<br>Accenture<br>FSA | Attendees<br><br>Project File |
| **Facilitator:**<br><br>Heather M. Stevens | | | | |
| **Telephone:**<br><br>(703) 947-2792 | | | | |

## Meeting Objective:

➢ To kick-off the Black Belt Process Review for the Direct Loan Servicing System and the Direct Loan Consolidation System.

## Topics Discussed:

➢ **Common Services Vision and Black Belt Introduction**

  o Vision for Common Services for Borrowers: "We Help America Manage Student Aid Obligations"
  o Black Belt for LS and LC will be used in conjunction with the Black Belt already completed for Debt Collections to create a foundation for the Common Services project.
  o Questions were provided to begin brainstorming about processes that can be changed and/or improved.

➢ **Black Belt Objectives**

  o Document As Is process flows, volumes, and costs for LS and LC.
  o Jointly develop and document suggestions for improvements as well as To Be process flows for both LS and LC.
  o Group will look at each system both separately and jointly to development improvement areas.  The separate time will allow for some focus on the experts for that particular system.
  o The group will request information from other sources as needed but the core team for the Black Belts will consist of everyone invited to the kick-off presentation.  This should facilitate completion of the Black Belt within the targeted 4 weeks.
  o Coordinate suggestions between LS, LC, and Collections.
  o Create a foundation for the Common Services project.
  o Review documentation from completed Black belt from Collections.

- o Timeline provided in presentation was discussed and reviewed. We have a short time frame and will attempt to dedicate one day per week to this effort.
- o Document containing the Loan Servicing Core Functions was distributed as a reference to begin the brainstorming of improvements, and to determine if the list of functions is complete and representative as a starting point for LS.
- o Next steps – Group will be provided DRAFT As-Is process flows to begin discussion on 6/6/02.

➢ **Definition of Common Services**

- o Discussed some differences between Common Services and Consistent Answers. Consistent Answers involves front-end borrower contact points. Common Services consists of more back-end process improvements.
- o Agreed to research and review available documentation from Consistent Answers in order for group to get a better feel of Common Servicing.
- o Agreed to review Collections Black Belt documentation to see how Collections fits into Common Servicing. We will determine if potentially a collections resource should be brought into the black belt discussions.
- o Discussed role of LC in Common Services vs. COD.
- o Concerns were raised over the name "Common Services for Borrowers" since LC interfaces with many other groups including FFEL lenders, Guarantee Agencies, IRS, etc. As we go through the black belt, we will explore this concern and potentially change the name and/or other aspects of the overall project.

# Outstanding Items for Investigation:

| # | Item | Owner | Estimated Completion Date |
|---|------|-------|---------------------------|
| 1 | Provide As-Is process flows for LS to group. | H. Stevens | 6/3/2002 |
| 2 | Provide As-Is process flows for LC to group. | D. Loewenstein | 6/3/2002 |
| 3 | Provide deliverables from Collections Black Belt to group. | H. Stevens | 6/3/2002 |
| 4 | Provide proposal or similar information from Consistent Answers to group. | H. Stevens | 6/3/2002 |
| 5 | Start brainstorming possible improvements to LS and/or LC. | ALL | 6/6/2002 (1st working session) |